



## DATABASE 2

RECORD IDENTIFIER	USER ID	OPTIONS TREE ORDER	OPTIONS TREE MESSAGE	ACTION 1 (KEYPAD #1) MESSAGES	ACTION 2 (KEYPAD #2) MESSAGES	ACTION 3 (KEYPAD #3) MESSAGES
101	4583 <sub>2</sub>	A	1 YOU HAVE 2 STORES THAT HAVE A CASH SHORTAGE	A1 PRESS 1 TO HEAR CASH STORAGE MESSAGES	A2 PRESS 2 TO DELETE CASH STORAGE MESSAGES	PRESS 3 TO DELETE STORE PLAN MESSAGES
101	4583	2	B 1 YOU HAVE 2 STORES THAT ARE BEHIND PLAN	B1 PRESS 1 TO HEAR STORES BEHIND PLAN	B2 FORWARD THESE MESSAGES TO YOUR ASSISTANT AND DELETE MESSAGE FROM YOUR INBOX	B3 PRESS 2 TO CALL YOUR ASSISTANT
				C1 PRESS 1 TO HEAR CALENDAR MESSAGES	C2 PRESS 2 TO CALL YOUR ASSISTANT	PRESS 3 TO DELETE CALENDAR MESSAGES
101	4583	2	C 1 YOU HAVE 3 MEETINGS SCHEDULED ON YOUR CALENDAR			
102	4583	2	A1 1 STORE 309 HAS A CASH SHORTAGE OF \$156	A1A PRESS 1 TO CALL THE STORE MANAGER	A2A PRESS 2 TO DELETE THIS MESSAGES	
102	4583	2	A1 2 STORE 311 HAS A CASH SHORTAGE OF \$87	A1B PRESS 1 TO CALL THE STORE MANAGER	A2B PRESS 2 TO DELETE THIS MESSAGES	
102	4583	2	B1 1 STORE 568 IS 17% BEHIND PLAN	B1A PRESS 1 TO ESCALATE TO THE STORE MANAGER	B2A PRESS 2 TO DELETE THIS MESSAGES	
102	4583	2	B1 2 STORE 312 IS 3% BEHIND PLAN	B1B PRESS 1 TO ESCALATE TO THE STORE MANAGER	B2B PRESS 2 TO DELETE THIS MESSAGES	
102	4583	2	C1 1 YOU HAVE A 12:00 MEETING WITH YOUR BOSS AT 12:00. YOU HAVE A 1:00 MEETING WITH DAVID HENRY IN THE BLUE CONFERENCE ROOM. YOU HAVE A 3:00 MEETING WITH A FRIEND.	C1A PRESS 1 TO DELETE THIS MESSAGES		

Fig. 5



<b>DATABASE 1</b>	<b>RECORD IDENTIFIER</b>	<b>IN-BOX NAME</b>	<b>IN-BOX DATE</b>
	100	Ryan Johnson	01.16.2004

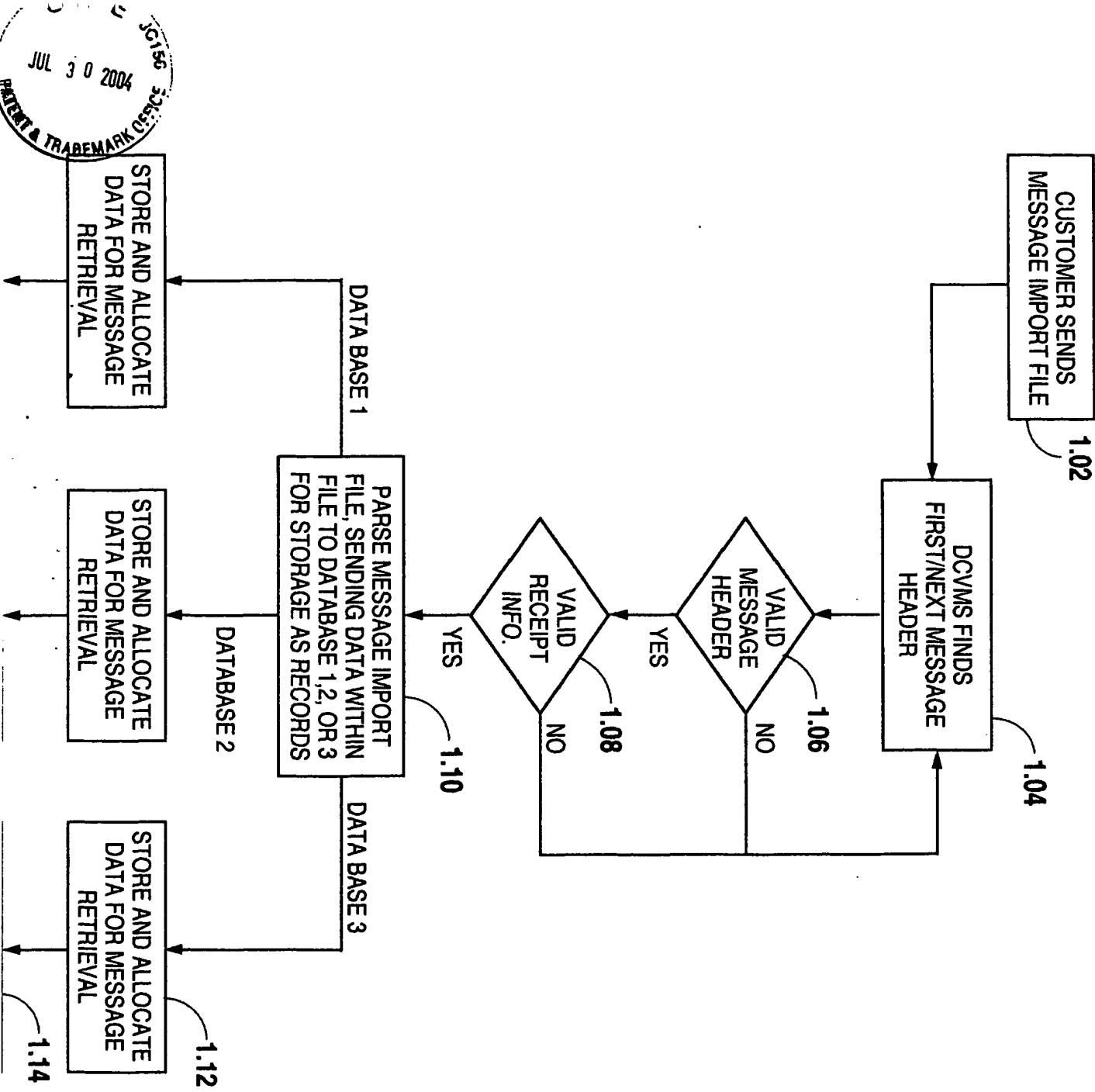
<b>IN-BOX USER ID</b>	<b>IN-BOX DATE</b>
UserID 45832	01.16.2004

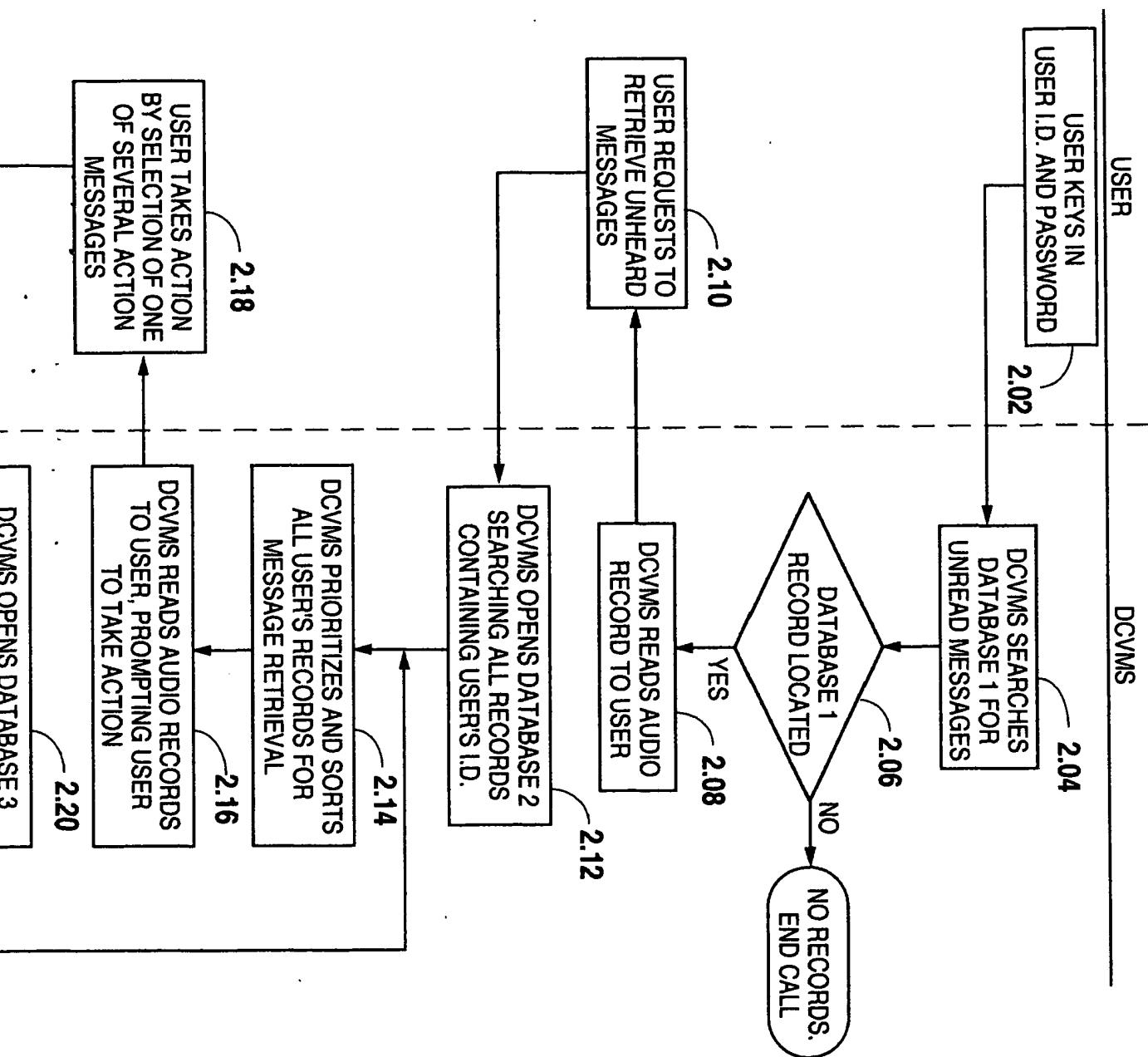
**DATABASE 3**

<b>RECORD IDENTIFIER</b>	<b>USER ID</b>	<b>ACTION LOOKUP KEY</b>	<b>PROCESS 1</b>	<b>PROCESS 2</b>	<b>ADDRESS FOR PROCESS</b>
1011	45832	A1	PLAY		
1011	45832	A2	DELETE		
1011	45832	B1	PLAY		
1011	45832	B2	FORWARD		
1011	45832	B3	DELETE		
1011	45832	C1	PLAY		
1011	45832	C2	CALL		
1011	45832	C3	DELETE		
1022	45832	A1A	CALL		
1022	45832	A2A	DELETE		
1022	45832	A1B	CALL		
1022	45832	A2B	DELETE		
1022	45832	B1A	email		
1022	45832	B2A	DELETE		
1022	45832	B1B	email		
1022	45832	B2B	DELETE		
1022	45832	C1A	DELETE		

*Fig. 4*

*Fig. 6*





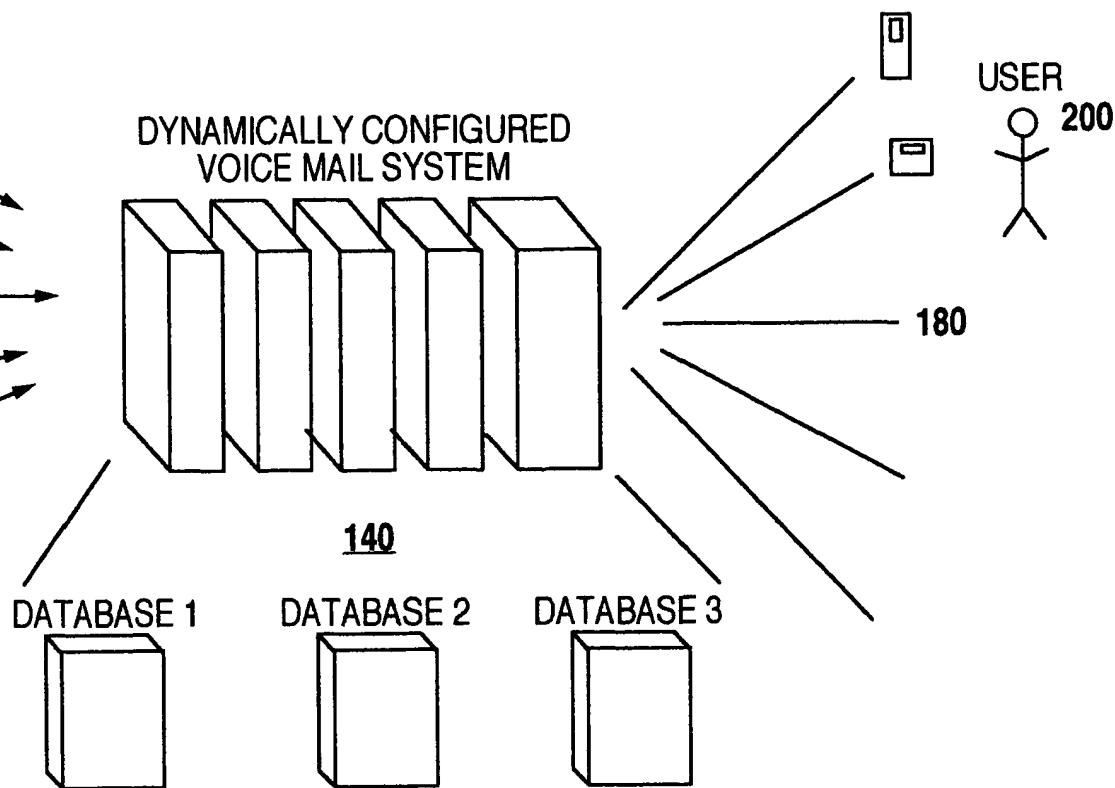


Fig. 3